

Section 3

Action Plan

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Summary

The NITC has prepared an action plan consisting of twenty action items which address the NITC's four goals of supporting the development of a robust telecommunications infrastructure; supporting community and economic development; promoting the efficient delivery of government and educational services; and promoting effective planning and accountability. The NITC's 2003-2004 action items are listed below. A brief description of each action item is also included in this section.

Action Items	Sponsorship*
Telecommunications Infrastructure	
Provide technical support for the Collaborative Aggregation Partnership for the development of statewide network services	TP 1.1
Provide technical support for aggregation and consolidation of networks	TP 2.2
Support the Nebraska Network through the Network Policy Work Group	CC 3, EC 1.2, SGC 2.3
Determine statewide synchronous video network requirements	TP 2.2.1, EC 1.1
Support the development of the Nebraska Telehealth Network	CC 2
Address the need for sufficient rural bandwidth	EC 1.2
Community and Economic Development	
Encourage and support community IT development	CC 1
Efficient Delivery of Government and Educational Services	
Determine the business case for reinstatement of the Technology Training Grant Fund	EC 2.1
Support the Nebraska eLearning Initiative	EC 5.1
Assist in the development of value-added services for the Nebraska "Click into Education" portal	EC 5.2
Study and promote effective synchronous and asynchronous instructional methods	EC 6.1
Implement <i>E-Government Strategic Plan</i>	SGC 1.1
Develop guidelines for electronic records retention	SGC 2.2
Recommend technical standards, guidelines, best practices, and enterprise solutions	TP 2.1, SGC 2.1
Planning and Accountability	
Improve planning process and project management	SGC 3.1
Communicate with policymakers	SGC 3.2
Develop and implement security policies	SGC 4.1
Conduct project reviews—statutory	TP 3.1
Conduct project reviews—other	TP 3.2
Revise procedures for reviewing IT projects and purchases by state agencies	TP 3.3

*Action items were prepared and recommended by the NITC's advisory groups. Numbers refer to the identification of the action item on the advisory group's action plan. The following abbreviations are used to indicate advisory groups:

CC Community Council
 EC Education Council
 SGC State Government Council
 TP Technical Panel

Action Items

Telecommunications Infrastructure

Provide technical assistance to the Collaborative Aggregation Partnership (CAP) for the Development of Statewide Network Services (TP 1.1)

Description: The Technical Panel will provide technical assistance for the implementation of statewide network services through the CAP and related work groups.

Lead: Brenda Decker, Network Architecture Work Group

Timeframe: Ongoing

Expected Outcomes:

- The implementation of statewide network services will address technical considerations of potential network users.

Provide technical assistance for aggregation and coordination of networks (TP 2.2)

Description: The Technical Panel will provide technical assistance for the aggregation and coordination of networks.

Lead: Assigned by subject

Timeframe: Ongoing

Expected Outcomes:

- Technical assistance will be provided to aid in the aggregation of networks.

Support the Nebraska Network project through the Network Policy Work Group (CC 3, EC 1.2, SGC 2.3)

Description: The Community, Education, and State Government Councils will assist the Network Policy Work Group with developing recommendations on policy issues pertaining to the management and operation of shared networks, including input to the Collaborative Aggregation Partnership.

Lead: Office of the CIO

Timeframe: Ongoing

Expected Outcomes:

- A governance model for the shared network will be developed. Included in the model will be network administration, help desk services, and billing functions.
- A catalog of network services, including a price schedule, will be adopted.

Determine statewide synchronous video network requirements (EC 1.1, TP 2.2.1)

Description: The NITC Technical Panel's Statewide Synchronous Video Work Group, with assistance from the Education Council, will define the technical and non-technical requirements for interconnecting all synchronous video networks and meeting the scheduling needs of different participants. Issues to be addressed include business case, scheduling, traffic prioritization, security, quality assurance, cost-sharing, and existing contractual arrangements of regional networks.

Lead: Michael Beach, Chair, Statewide Synchronous Video Work Group

Timeframe: July, 2003 - December, 2004

Expected Outcomes:

- Recommendations will be advanced to the Technical Panel that provide increased efficiency in synchronous video network usage, combined with a solid business case.
- En route to its final report, the Statewide Synchronous Video Work Group will complete a thorough survey of video networks, suggest a migration plan for classrooms with obsolete video

equipment, and recommend a core sponsor to assume statewide coordination of video events.

Support the development of the Nebraska Telehealth Network (CC 2)

Description: The NITC will support the development of a statewide telehealth network in the following ways:

- The NITC and the Telehealth Subcommittee should facilitate communication and coordination among telehealth networks.
- The Telehealth Subcommittee and NITC staff should provide continuing assistance to the Nebraska Hospital Association in developing a telehealth plan for the Nebraska Public Service Commission.
- The NITC Technical Panel should address the need for interoperability.

Lead: Telehealth Subcommittee and NITC

Timeframe: June, 2003- December, 2003

Expected Outcomes:

- Telehealth systems in Nebraska will be interconnected.
- The number of critical access and rural hospitals participating in telehealth systems will increase – especially in the second year of implementation of the system.
- The number of telehealth consultations in the state will increase.
- Health care providers will have better access to continuing medical education.
- Specialist services, especially mental health services and teleradiology, will be more accessible in rural areas.

Address the need for sufficient rural bandwidth (EC 1.2)

Description: The Education Council will assist the Network Architecture Work Group and the Collaborative Aggregation Partnership with network and application design considerations en route to implementation of a statewide IP-centric network. The Education Council will support strategies that ensure that sufficient bandwidth is being provided to the rural areas of the State so as to provide access to the same educational experiences, regardless of location. The Education Council will emphasize the needs of the rural areas, including IP-centric applications, during NETCOM OSI Layer 1 and 2 deployment

and investigate application development that supports synchronous, asynchronous distance education as well as voice/video/data transfer.

Lead: Volunteer Task Group

Timeframe: July, 2003 - December, 2004

**Expected
Outcomes:**

- The NETCOM project will make available higher bandwidth and/or lower cost Internet 1 service to Educational Service Units, K-12 districts, community colleges, and other education entities.
- Pending the migration from JPEG to H.323 video transfer, the NETCOM project should be able to provide the necessary bandwidth to transfer synchronous video as a data stream and further increase the number of educational opportunities for students and citizens in rural areas.

Community and Economic Development

Encourage and support community information technology development (CC 1)

- Description:** Support information technology development in Nebraska communities by working with the University of Nebraska and other Technologies Across Nebraska Partners to:
- Provide and/or promote training opportunities on effectively using technology to enhance development opportunities and the delivery of services, especially in the area of IT-related economic development.
 - Publish an e-mail newsletter on technology-related development.
 - Continue to maintain and update the TAN and Community IT Toolkit Web sites, including adding funding information.
 - Work with 8 community or regional technology committees to develop community or regional IT plans through the Community IT Planning and Mini Grant program.
 - Provide continuing support for 8 community and regional technology committees that participated in the first year of the IT Planning and Mini Grant pilot program.
 - Work with the Nebraska Rural Initiative to explore the expanded use of youth to assist in IT development activities.

Lead: Technologies Across Nebraska and Community Council

Timeframe: June, 2003 – May, 2004

**Expected
Outcomes:**

- Communities in Nebraska will make progress toward becoming Information Age communities.
- Communities will have easy access to information and resources to assist them in developing their capacity to use information technology for community and economic development.

Efficient Delivery of Services

Determine the business case for reinstatement of the Technology Training Grant Fund (EC 2.1)

Description: The Education Council, with the cooperation of the Training Advisory Work Group, will solicit the necessary funding to conduct a statewide needs assessment of K-12 and Higher Education technology training that will help to determine the business case for re-institution of the Technology Training Grant Fund.

Lead: Volunteer Task Group, in cooperation with the Training Advisory Work Group

Timeframe: July, 2003 – June, 2004

**Expected
Outcomes:**

- The Task Group expects to complete a needs assessment and accompanying business case to determine if additional state funding for technology training is necessary.

Support the Nebraska eLearning Initiative (EC 5.1)

Description: The Education Council will assist in the design and development of the Nebraska eLearning Initiative. This effort involves the coordination of multiple education entities to originate and receive a variety of electronic learning opportunities, delivered through terrestrial and satellite methods using synchronous and asynchronous

experiences. This initiative will require outside funding and may address but not be limited to: A) course content development and sharing; B) course management strategies, tools and training; and C) cooperative services and aggregated purchasing possibilities.

Lead: Volunteer Task Group, in cooperation with the Nebraska Department of Education and higher education entities

Timeframe: July, 2003 – December, 2004

**Expected
Outcomes:**

- The Education Council Task Group expects to secure outside grant funding to promote the development of the Nebraska eLearning Initiative.
- The Nebraska eLearning Initiative sponsors expect to complete a first round of pilot and research projects at the K-12 level.

**Assist in the development of value-added services
for the Nebraska 'Click into Education' Portal (EC 5.2)**

Description: The Education Council will help oversee the completion of three enhancements to the Nebraska Education Portal, as prioritized by the Education Council in November, 2002. These enhancements included a Web-based application for college admission, a searchable database of Nebraska higher education course offerings and programs, and a searchable information technology training calendar for formal education entities.

Lead: Volunteer Task Group

Timeframe: July, 2003 – June, 2004

**Expected
Outcomes:**

- The State's contractor for Web services (presently Nebraska Online) will work with the staff of the NITC and the members of the Education Council to complete the Web-based application for college admission, the searchable database of Nebraska higher education course offerings and programs, and the searchable information technology training calendar for formal education entities.

Study and promote effective synchronous and asynchronous instructional methods (EC 6.1)

Description: The Education Council will encourage the development of new instructional methods and resources for synchronous and asynchronous instruction and help establish guidelines for their appropriate use. This task group will also examine the value and cost-effectiveness of synchronous and asynchronous distance learning services using satellite and terrestrial means. This task group will help solicit the necessary funding to conduct a meta-study to determine the confidence and satisfaction that users have in synchronous and asynchronous distance learning delivery systems. In so doing, the effectiveness and efficiencies of the satellite-based distance learning system would be explored.

Lead: Volunteer Task Group

Timeframe: July, 2003 – December, 2003

Expected Outcomes:

- Mini-grant funding will be secured and a meta-study will be completed, indicating the user satisfaction and confidence in the present distance learning delivery systems.
- The task group will complete and examination of the value and cost-effectiveness of synchronous and asynchronous distance learning services using satellite and terrestrial means.

Implement *E-Government Strategic Plan* (SGC 1.1)

Description: In March 2003, the State Government Council adopted a revised *E-Government Strategic Plan for Nebraska State Government*. The plan sets out specific actions and recommendations for this priority. (http://www.nitc.state.ne.us/sgc/documents/egovstrategy_20030313.pdf)

Lead: Office of the CIO

Timeframe: Ongoing

Expected Outcomes:

- (Specific expected outcomes are listed in the *E-Government Strategic Plan for Nebraska State Government*.)

Develop guidelines for electronic records retention (SGC 2.2)

Description: Working with the Records Management Division, the State Government Council will develop guidelines for electronic records retention.

Lead: Electronic Records Retention Work Group

Timeframe: Ongoing

**Expected
Outcomes:**

- Guidelines will be adopted to assist agencies in meeting records retention requirements for electronic records.

Recommend technical standards, guidelines, and enterprise solutions (TP 2.1, SGC 2.1)

Description: The Technical Panel, with input from the NITC councils and other coordinating entities, will recommend the adoption of technical standards, guidelines, and enterprise solutions.

Lead: Assigned by subject

Timeframe: Ongoing

**Expected
Outcomes:**

- Technical standards, guidelines, and enterprise solutions will be adopted, providing for cost-effective and interoperable technical solutions to meet business needs.

Planning and Accountability

Improve planning process and project management (SGC 3.1)

Description: Continue to improve the information technology planning process for state agencies. The State Government Council will review, and revise as appropriate, the planning documents utilized by agencies, including agency comprehensive information technology plans and agency project proposal forms for budget requests. The review will include recommendations for improving the cost-benefit analysis information provided with project proposals. The State Government Council will continue to provide guidance to agencies on best practices for project management. Areas of focus should include management of IT-related projects; measuring results; preparing project closure reports; and recommendations for a certification process for project managers.

Lead: Office of the CIO

Timeframe: July, 2003 – October, 2003

**Expected
Outcomes:**

- Project planning and management documents will be revised in advance of the next biennial budget process.

Communicate with policymakers (SGC 3.2)

Description: The State Government Council will improve communications with policymakers in both the Legislative and Executive branches. This action will include providing briefings to the chairs of the NITC oversight committees (Appropriations Committee and Transportation and Telecommunications Committee) on issues raised by the State Government Council.

Lead: Office of the CIO

Timeframe: Ongoing

**Expected
Outcomes:**

- Briefings scheduled for policymakers on significant enterprise issues.

Develop and implement security policies (SGC 4.1)

Description: In January 2001, the NITC adopted the security policies developed by the Technical Panel's Security Architecture Work Group. These policies, guidelines, and best practices are intended to provide a framework for a secure computing environment, with a focus on state government. The State Government Council, in coordination with the Technical Panel, will work to implement these policies in state government. Areas to be addressed include training, agency level planning, business continuity planning, and security assessments.

Lead: Office of the CIO (Technical Panel's Security Work Group)

Timeframe: July, 2003 – July, 2004
Security-related issues to be addressed:

- Wireless
- Remote Access
- SPAM
- Directory Services
- Continuity of Operations / Disaster Recovery
- Secure Communications

Expected Outcomes:

- Policies, guidelines, and best practices will be developed and implemented.

Conduct project reviews – statutory (TP 3.1)

Description: Provide a technical review of project proposals as required by statute. Categories of projects that must be reviewed by the panel are budget requests, Government Technology Collaboration Fund grant applications, Community Technology Fund grant applications, and projects funded from the Information Technology Infrastructure Fund (ITIF). Certain long-term projects, such as NIS and NETCOM, are also reviewed periodically during the project implementation.

Lead: Government Information Technology Manager

Timeframe: Budget requests: Annual

GTCF and CTF grants: As received
 ITIF funded projects: Prior to authorization of use of funds
 Long-term projects: Ongoing
 Education Innovation Fund Grants: Annual

**Expected
Outcomes:**

- All technical reviews required by statute will be conducted by the Technical Panel.

Conduct project reviews – Other (TP 3.2)

Description: The panel will review projects not listed in 3.1 above at the request of the NITC, the project sponsor, or other responsible party.

Lead: Government Information Technology Manager

Timeframe: State Records Board grants: Quarterly
 Voluntary reviews: As requested

**Expected
Outcomes:**

- As requested, the Technical Panel will conduct technical reviews of projects.

Revise procedures for reviewing IT projects and purchases by state agencies (TP 3.3)

Description: The panel will recommend revisions to the technical review procedures for IT related projects and purchases by state agencies. The purpose of the review process is to ensure compliance with technical standards, compatibility with existing or planned infrastructure, and sound decisions. The revised review process will be designed with the following considerations: 1) the process will incorporate all existing review procedures (e.g. the DAS 1909 form) to provide agencies with a one-step process; 2) the process for submitting requests will not be cumbersome; and 3) the review process will allow for a rapid response to the requesting agency.

Lead: Department of Administrative Services Information Technology Sub-cabinet

Timeframe: July, 2003

**Expected
Outcomes:**

- An improved review process will be adopted for state government agency IT purchases and projects.
- The review process will ensure agency compliance with technical standards and compatibility with existing or planned infrastructure.